

EXHIBIT 28

[abadi.rne@gmail.com](mailto:abadi.rne@gmail.com)

**From:** Azul Linhas Aereas <voeazul@service-now.com>  
**Sent:** Monday, December 13, 2021 7:14 AM  
**To:** ABADI.RNE@GMAIL.COM  
**Subject:** Ticket Azul AZ135140478 - Submission of receipt

Ticket Azul AZ135140478 - Submission of receipt

Hello, .

Thank You for your contact with Azul Airlines.

Regarding your claim about the boarding request without the mask or face shield due to your medical disability, the sensory integration disorder: customers within the autism spectrum, intellectual disability or sensory integration disorder that prevent them from properly using a face mask must present at check-in: the passport; the medical certificate/declaration informing about the special health condition, or the medical certificate/declaration for exemption from the use of a mask.

Please be aware that in order to check-in and board your flight, the Brazilian government requires all passengers to provide proof of a negative Covid-19 RT-PCR test result and complete a traveller's health declaration form (DSV).

The RT-PCR test must be taken no more than 72 hours before your departure. A Covid-19 test is not required for any child under the age of 2 or children under 12 years old travelling with an adult.

To complete Traveller's Health Declaration (DSV), please visit  
<https://formulario.anvisa.gov.br/?lang=en>

An electronic approval email of DSV will need to be presented before boarding and upon arrival in Brazil.

We remain at your service thru our call center:

From Brazil, Europe and other Countries:

+55 11 4003 3255

From the USA and Canada:

+1 888 587 2985 Toll Free

From Argentina:

+54 11 5984 5178

Regards  
Amanda Godoy

Thank you! The Azul Team

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